



Statewide Emergency Telecommunications Board

QWEST Job Aid for MAARS

911 CALLER CONFERENCES

USING QWEST SINGLE BUTTON TRANSFER KEY

- ◆ Advise caller "Please Hold" in appropriate language, if known
- ◆ Click the **Single Button Transfer Key for "QWEST"**
 - ◆ Caller hears momentary silence, then transfer process
- ◆ QWEST Operator answers & all three lines are connected
- ◆ **Provide PSAP Client ID for Qwest**
- ◆ **Provide Language** (if known)
 - ◆ Operator will connect you with an Interpreter in Language needed or a general Interpreter to determine language
- ◆ **Record Interpreter ID Number**
- ◆ Speak directly to Caller with brief statements or questions and wait for translation
 - ◆ Telecommunicator must remain on line to maintain a Conference
- ◆ Keep Caller on line until responding agency arrives to continue translation on scene

CONFERENCE 9-1-1 CALLER (QWEST KEY)

1. WITH OPEN 9-1-1 LINE,

2. PRESS



& BEGIN CONFERENCE CALL

3. PROVIDE PSAP CLIENT ID & LANGUAGE NEEDED.
4. RECORD INTERPRETER ID
5. BEGIN SPEAKING DIRECTLY TO CALLER THROUGH INTERPRETER

911 CALLER CONFERENCES

USING MANUAL TRANSFER KEY (#12)

- ◆ Advise caller "Please Hold" in appropriate language, if known
- ◆ Click **Single Button Transfer Key #12 "Manual Transfer"**
 - ◆ Caller hears momentary silence, then transfer process
- ◆ **Dial 18002293915** on Dial Pad
- ◆ QWEST Operator answers & all three lines are connected
- ◆ **Provide PSAP Client ID for Qwest**
- ◆ **Provide Language** (if known)
 - ◆ Operator will connect you with an Interpreter in Language needed or a general Interpreter to determine language
- ◆ **Record Interpreter ID Number**
- ◆ Speak directly to Caller with brief statements or questions and wait for translation
 - ◆ Telecommunicator must remain on line to maintain a Conference
- ◆ Keep Caller on line until responding agency arrives to continue translation on scene

CONFERENCE 9-1-1 CALLER (MANUAL)

1. WITH OPEN 9-1-1 LINE,

2. PRESS



& DIAL 18002293915

& BEGIN CONFERENCE CALL

3. PROVIDE PSAP CLIENT ID & LANGUAGE NEEDED.
4. RECORD INTERPRETER ID
5. BEGIN SPEAKING DIRECTLY TO CALLER THROUGH INTERPRETER

ADMIN CALLERS

(2WAY)

- ◆ Advise caller "Please Hold" in appropriate language, if known
- ◆ Click once on **Hookflash (HFL)**
 - ◆ Caller will go on-hold
- ◆ **Dial 18002293915** on Dial Pad
- ◆ Click once on **Hookflash (HFL)** a 2nd time
- ◆ QWEST Operator answers & all three lines are connected
- ◆ **Provide PSAP Client ID for Qwest**
- ◆ **Provide Language** (if known)
 - ◆ Operator will connect you with an Interpreter in Language needed or a general Interpreter to determine language
- ◆ **Record Interpreter ID Number**
- ◆ Speak directly to Caller with brief statements or questions and wait for translation
 - ◆ Telecommunicator must remain on line to maintain a Conference
- ◆ Keep Caller on line until responding agency arrives to continue translation on scene

CONFERENCE 2WAY (ADMIN) CALLER

1. WITH OPEN 2WAY LINE

2. PRESS



, DIAL 18002293915, PRESS



& BEGIN CONFERENCE CALL

3. PROVIDE PSAP CLIENT ID & LANGUAGE NEEDED.
4. RECORD INTERPRETER ID
5. BEGIN SPEAKING DIRECTLY TO CALLER THROUGH INTERPRETER